Position Description for Computer Management Assistant

BASIC FUNCTION OF POSITION

Support the development and communication of high-quality information, including through webinars, office support, digital communication initiatives, and coordinating market and industry sector intelligence. Liaise with Commerce's Office of Communications and Information Operations (OCIO) and other Sections at post on IT issues including client-focused e-commerce business services, asset procurement, system requirements and testing, training, and services.

MAJOR DUTIES AND RESPONSIBILITIES   **% OF TIME**

Establish, maintain and implement an effective and reliable solutions infrastructure for digital communications to service commercial clients, such as webinars for Single Company Promotions and Trade Missions. Develop and maintain familiarity with Commercial Section programs, goals and work processes. Keeps abreast of new technology, new off-the-shelf applications and systems software, and revisions to equipment/software to improve networking services. Remain current, master and mentor staff on digital and online tools that can be used to implement commercial tradecraft initiatives and Commercial Service core services.   30%

Develops and communicates best practices for the system of managing client services and tracking client service performance on SalesForce. Works with USDOC OIS staff on the Commercial Service worldwide system, and serves as consultant and analyst for other Commercial Service posts in the region on occasion when USDOC funds travel for installations. 5%

Maximizes system performance by monitoring hardware and software usage patterns and modifies the network configuration accordingly for the Commercial Service stand-alone system. Aims for a user-friendly system by designing specific macros and templates. Develops and maintains a systematic network maintenance program, log-on procedures for users, data access lists, network protection and backup procedures and anticipates problem sand drafts solution scenarios.   20%

Works with CS colleagues to generate and input new commercial content for the export.gov/Taiwan site. Create design prototypes, including graphic design, site navigation and layout of content for CS Taiwan web site. Independently locates, formats or creates textual, graphic, visual and/or visual content. Creates audio and video files from CS Taiwan events and programs.

Consults and advises Commercial Service staff on implementation of social media solutions to enhance Commercial Service work on behalf of U.S. company clients seeking to leverage social media to achieve market objectives.   20%

Is the CS Taiwan Property Custodian who maintains and manages post assets using the Sunflower platform or prevailing system. Develops and maintains historic system records, e.g. hardware and software inventory including serial numbers and configurations; cabling and diagrams; system configuration and network map; software documentation, directories and files; reference books; training materials and user training records; and activities log for system errors. Recommends short and long term network procurement requirements. Analyzes and recommends whether replacement, repair on failure or repair under a maintenance contract is more cost effective, and procures and maintains a minimal parts inventory.   5%

Perform all day-to-day operations to keep networks running. Performs installations, modifications, analysis and maintenance of LAN/WAN components including hardware, cabling, disk operation software, netware, applications and utilities software, interface cards, hard disks and other PC equipment.   10%

Identifies training needs and develops and/or provides appropriate training to individuals or groups of users. Identifies and recommends to management his/her own training needs to meet changing technical demands and evolving design needs of the Commercial Section.   10%

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

Education: The position is required at least the Bachelor's degree in the fields of computer science, information systems management or digital communication is required.

Prior Work Experience: Five to seven years of progressively responsible job-related experience is required. Among the five to seven years of experience, it should include 2 years networking

experience covering Local Area Networks, Wide Area Networks, Internetworks, TCP/IP, and use of hubs and switches, and Microsoft BackOffice products, DeskTop operations, including WINDOWS NT and WINDOWS 95. And among the five to seven years, the applicant should have a minimum of two years of experience working with communications and digital content for business applications. This would include strategic public relations, advertising or product promotion.

Post Entry Training: The incumbent will be trained in Department of Commerce and AIT applications. Other training arranged (e.g. Microsoft and Cisco networking systems programming) as deemed necessary to stay abreast of technical developments.

Language Proficiency: Level III (Good Working Knowledge) English and Mandarin required. Ability to communicate effectively in Chinese and English using technical terminology and computer specific trade terms. Must be able to write computer documentation clearly and concisely.

Job Knowledge: The job holder must understand what types of social media and digital content best resonates with local audiences and will ultimately best help U.S. clients reach their objectives. The job holder must have good general knowledge of the most popular and effective computer equipment, software and services, as well as video conferencing and ability to operate and troubleshoot equipment. Comprehensive knowledge of systems analysis and design techniques, computer equipment capabilities and limitations. Experience or training in use of Intranet and internet development and maintenance of an Intranet, firewall software, router hardware and software, application and electronic form design, maintenance, and security software. Ability to advise on, configure and operate direct videoconferencing equipment.

Skills and Abilities: Strong interpersonal and teaching skills (in a classroom and on a one-on-one basis) are required.

POSITION ELEMENTS

Supervision Received: Incumbent is required to conduct daily network and systems operation maintenance and to set specific priorities on his/her own with minimum supervision. Supervision from the Deputy Senior Commercial Officer for review of completed work and for providing guidance on the Commercial Section's overall system needs, requirements and priorities.

Supervision Exercised: None

Available Guidelines: Operates under Department of Commerce's Information Systems Standard Operating Procedures (SOP), office documentation, State Department and AIT policy guidelines and regulations, and equipment/vendor specific manuals.

Exercise of Judgment: Substantial judgment is required in response determination to troubleshooting and assistance requests in an environment of high-demand conflicts and limited resources. Moderate authority in committing time and available resources or in approving work requests following standard analytical procedures. Limited authority under the Deputy Senior Commercial Officer and IMO to make financial resource commitments.

Nature, Level, and Purpose of Contacts: Maintains relations with information equipment/service provider's technical support and sales personnel to ensure proper maintenance, servicing, and operation of computer equipment. Maintains working-level contact with AIT IMO and other administration personnel.

Time Expected to Reach Full Performance Level: 12 months